

County of Los Angeles - Department of Mental Health
Countywide Housing, Employment and Education Resource Development
Federal Housing Subsidies Unit

SHELTER PLUS CARE
POLICIES AND PROCEDURES

THE HOUSING AUTHORITY OF THE CITY OF LOS ANGELES (HACLA)

I. Purpose

These policies and procedures have been developed to enable housing liaisons and case managers to assist clients in the completion of applications for the Shelter Plus Care Program administered by the Housing Authority of the City of Los Angeles (HACLA) and to meet all Shelter Plus Care grant requirements.

II. Completion and Submission of Application

- All documents in the application package must not be more than 30 days old on the date the application is submitted to HACLA;
- The client must meet HUD criteria for homelessness throughout the application process. Being “at risk of homelessness” does not suffice;
- A cover letter prepared by the case manager is required with all applications. The letter should describe how and when the client became homeless, provide details of the client’s homeless history including locations and addresses and explain different addresses that may be listed on various documents throughout the application package, i.e., SSI, Cal-Works, CDL, etc.;
- If a client has lived in a shelter or transitional housing a letter from each facility must be obtained indicating the dates the client stayed there. Both the beginning date and the exit date must be identified;
- The client’s address must be indicated on the Certification of Residence in a Homeless Facility (HAPP S+C 5). If the client does not have an address because the client is living in the streets or in a car, state “homeless in the street” or “living in car” on the line provided for “facility”;
- The client must identify all family members who will be residing with her/him;

- Include a copy of birth certificates for minors, social security cards for all family members, and a California driver's license or California identification for all adult family members;
- Complete all forms in their entirety. All questions should have a response including N/A if not applicable;
- Clients living in Shelter Plus Care units must continue to receive DMH services as required by the grant. If DMH provided services are discontinued the client's certificate is in jeopardy of being cancelled. Clients may, however, transfer to another DMH program. If a client's services are transferred to another clinic/agency, the new case manager and housing liaison are to be informed of the client's housing situation and are obliged to provide the required case management services and submission of client data to the Federal Housing Subsidies Unit (FHSU);
- Applications for Shelter Plus Care must be reviewed for accuracy and completeness by the designated Housing Liaison for your clinic/agency before submission to the FHSU;
- Applications will be returned immediately to the clinic/agency if they contain more than five (5) errors or omissions. If there are less than five (5) errors or omissions, applications will be held by the FHSU for two (2) weeks from the initial request for corrections or documentation;
- As required by the Shelter Plus Care grant, a Client's Progress Report must be submitted to the FHSU on a quarterly basis by the housing liaison. Housing liaisons will be notified when these are due.

III. Roles and Responsibilities

Housing Liaisons

- Coordinate the Shelter Plus Care activities within their program;
- Provide technical assistance to clinic/agency personnel in the preparation of a housing application;
- Become familiar with all clinic/agency clients housed with a HACLA Shelter Plus Care Certificate;
- Collaborate with case managers regarding housing issues;

- Notify the FHSU when a client refuses services, dies or moves out of Shelter Plus Care housing;
- Assist in the submission of client data for inclusion in quarterly and annual reports;
- Attend housing liaison meetings and trainings.

Case Managers

- Assist the client in completing the housing application;
- Submit the completed application to the clinic/agency Housing Liaison;
- Accompany the client to HACLA for the housing interview;
- Send a copy of the Certificate and the signed Lease Agreement to the Federal Housing Subsidies Unit;
- Provide linkage whenever the individual is transferred to another program to ensure continuity of care and adherence to the contract;
- Complete the client data form for the quarterly and annual reports.

Federal Housing Subsidies Unit

- Provide technical assistance to housing liaisons, housing specialists and case managers;
- Review applications for accuracy and completeness;
- Submit completed applications to the Housing Authority and follow-up regarding the status of the application;
- Notify the case manager, housing liaison or housing specialist when the certificate will be issued;
- Collect data and complete all required reports.